

## **Abstract**

In an Intelligent Network, a Service Interaction Media (SIM) device comprising a call handler and a plurality of service code tables manages multiple and simultaneous communications between a service input node such as a Service switching Point (SSP) and at least one network element. The service code tables contain decision information and lists of service interaction scenarios to enable the call handler to manage queries and sessions with network elements. An incoming query is presented from the switch to the SIM through the call handler and the SIM derives a service code based on query information to apply appropriate features and services to the query.